Panse B

MS Dynamics 365 Developer, 5+ years experience
Ahmedabad, India
https://augmntx.com/profile/ms-dynamics-365-developer-panse-b/axo27790

AugmntX
+91 9820045154 | hr@augmntx.com

Experienced software developer specializing in Microsoft Dynamics 365 CRM, with a strong background in customizing, configuring, and extending CRM solutions to meet business needs. Skilled in Power Platform, C#, JavaScript, and integration with Azure services. Proven ability to deliver scalable, user-focused CRM applications that drive customer engagement and business growth.

INDUSTRIES: Recruitment Management App, Property Brocker Management, Car Parking Management System, Event Management

TECHNICAL SKILLS

• Dynamics 365 CE	5 years
• Power Platform	5 years
• JavaScript	5 years
• Microsoft Dataverse	5 years
• .NET Framework	4 years
• C#	4 years

PROJECT DETAILS

• Recruitment Management App — September-2023 - May-2024

Project Description: Built a Recruitment Management App using Microsoft Dynamics 365 to streamline candidate tracking and hiring workflows. Integrated with SharePoint for document management and used Power Automate for process automation. Customized functionality with C# in Visual Studio 2022 and enhanced UI using JavaScript.

Responsibilities: Created custom plugins to streamline and automate the recruitment process for the Recruitment Management model- driven app. Designed and integrated data flows between the CRM application and SharePoint, ensuring optimal communication and synchronization of candidate data. Customized MS Dynamics CE entities, forms, and views, tailoring the interface to meet the specific needs of the recruitment process. Implemented client-side validations using JavaScript, ensuring data accuracy and controlled access for different user roles. Customized MS CRM form On Load and On Save optimizing form behavior and enhancing usability for recruitment management. Configured automatic email notifications for candidate selection and rejection, providing timely and professional communication with applicants. Utilized MS Dynamics 365 to track candidate interactions and progress through various stages of the recruitment process. Implemented a seamless integration with SharePoint to automatically fetch and synchronize candidate details, reducing manual data entry and improving accuracy.

Technologies: Microsoft Dynamics 365, Share point, Power Automate, Visual Studio 2022, C#, JavaScript.

Industry: Recruitment Management App

• Property Brocker Management June-2020 - March-2022

Project Description: Designed a Property Broker Management System using Microsoft Dynamics CRM to manage property listings, client interactions, and deal tracking. Implemented custom business logic using C# in Visual Studio 2022 for efficient process handling. Enhanced user interface and interactivity with JavaScript for a seamless user experience.

Responsibilities: Manage various lease types, including terms, rates, renewal conditions, and clauses. Maintain detailed tenant profiles with contact, rental history, and credit checks. Automate rent tracking and collection, including recurring billing and payment reminders. Manage property expenses (maintenance, utilities, and taxes) and tenant allocations. Offer a tenant maintenance request system, schedule repairs, and keep records. Ensure compliance with legal and housing regulations. Generate financial reports for cash flow, rental income, and occupancy analysis. Support the CRM team in projects and ongoing support. Handle bug fixes, upgrades, testing, and integration. Assist users with daily issues and inquiries. Manage application deployment and post-production activities.

Technologies: Microsoft Dynamics CRM, Visual Studio 2022, C#, JavaScript

Industry: Property Brocker Management

• Car Parking Management System May-2024 - July-2025

Project Description: Developed a Car Parking Management System using MS Dynamics 365, integrating backend logic with C# and XRM Toolkit in Visual Studio 2022. Enhanced user interaction through JavaScript and automated workflows using Power Automate. The system enables efficient vehicle registration, slot management, and real-time notifications.

Responsibilities: Built a comprehensive model-driven app on the Microsoft Power Platform to automate and streamline the car parking system for urban infrastructure management. Integrated Sales and Customer Service modules to create a unified solution for site registration, infrastructure management, and violation management. Utilized the Dynamics 365 Sales module to register new parking sites, including capturing detailed site information such as location, capacity, and parking rates. Leveraged the Customer Service module to generate challans (parking violation tickets) for incorrect parking or violations, with automated notifications sent to users. Implemented a system to allow users to pay or challenge their violations via a self-service portal within the application. Created custom Power Automate flows to streamline processes such as challan creation, payment collection, and escalation of unaddressed issues. Automated workflow for generating infrastructure inspection reports and maintenance alerts based on predefined criteria Configured role-based security and Security Teams within the model-driven app to ensure that users had access to the appropriate modules and data, e.g., sales users only accessing site registration, and service agents managing infrastructure.

Technologies: MS Dynamics 365, C#, XRM Toolkit, Power Automate, Visual Studio 2022, JavaScript

Industry: Car Parking Management System

• Event Management April-2022 - August-2023

Project Description: Developed an Event Management System using Microsoft Dynamics 365 to manage event planning, registrations, and attendee tracking. Automated notifications and approval workflows with Power Automate for seamless coordination. Implemented custom logic with C# in Visual Studio 2019 and enhanced user experience using JavaScript.

Responsibilities: Configured and implemented CE functional and application modules for an event management application, covering sales and service. Automated sales processes through the implementation of workflows and business process flows, utilizing Visual Studio and C# for plug-in development. Business Process Flows are designed to guide users through the various stages of event planning and execution. This standardized approach ensures that all necessary steps are followed consistently, from initial conception to the conclusion of an event. Workflows are implemented to automate communication processes, such as notifications for artist assignments. This automation ensures timely and accurate information dissemination among artists and event coordinators. Built CRM forms, screens, views, workflows, and reports, contributing to an intuitive user interface. Actively participated in the CRM development community, driving efficiency across the company. Generated dynamic reports using CRM interface and SSRS, deploying them on the CRM for application use based on user roles. Provided support to the CRM team on projects and production support, contributing to bug fixes, upgrades, unit testing, and integration testing. Assisted users with day-to-day issues, problems, and questions related to the event management application. Played a key role in the deployment of the application in production and contributed to post-production activities

Technologies: Microsoft Dynamics 365, Power Automate, Visual Studio 2019, C#, JavaScript.

Industry: Event Management

EMPLOYMENT HISTORY

• Dynamics 365 CRM Developer

Description: Utilized Power Platform components including Power Apps, Azure, and Power Automate to develop comprehensive solutions aligned with client requirements

EDUCATION

• Bachelors degree in BE Mechanical from Technocrats Inst. Of Technology 2015 - 2019

LANGUAGES

• English - advanced

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